GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3120
ANSWERED ON:21.03.2007
UNSATISFACTORY SERVICE BY BSNL /MTNL
Panda Shri Prabodh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the latest survey by the Telecom Regulatory Authority of India (TRAI) has revealed that the quality of service provided by the Government/Private Telecom Operators is way below satisfactory as reported in the Calcutta edition of the 'Telegraph' dated January 29, 2007;

(b) if so, the details and reasons therefor;

(c) whether the MTNL and BSNL are the worst performers on overall satisfaction scale in the country;

(d) if so, the details thereof and the reasons therefor; and

(e) the steps taken by the Government to improve the situation in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) Sir, as per the report submitted by an independent agency appointed by Telecom Regulatory Authority of India (TRAI) for undertaking customer satisfaction survey for both Basic and Cellular Mobile Services, the Service Providers who were surveyed do not meet the benchmark criteria for some of the parameters. The detailed results of the Customer Satisfaction Survey, Service Area wise are given in Annexure-'A' and 'B' respectively. The main reasons are as follows:-

Demand of services outpacing the capacity of the network.
Inadequate network provisions.
Point of Interconnection (POI) congestion.
Spectrum constraint at some places.

(c) & (d) No, Sir. As per the Survey Report, almost all the telecom service providers including MTNL and BSNL have not met the benchmark for "Overall Customer Satisfaction".

(e) The steps taken by the Government are given below:
The performance of operators is monitored by TRAI through quarterly performance monitoring reports.
POI congestion is being monitored by TRAI on monthly basis.
TRAI is also conducting customer satisfaction survey on quarterly basis.
Coordinating spectrum utilization with the existing operators.
Holding meetings with operators with regard to POI congestion and other issues of Quality of Service.
Facilitate interaction with local bodies for setting up cell sites of mobile network.
BSNL and MTNL are continuously monitoring and upgrading their network and the support facilities in order to keep pace with the growing demand.